HEALTH CARE FINANCING ADMINISTRATION

CARRIER WORKLOAD AND PROCESSING TIME REPORT

JUNE 1986

REPORTS
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1986:June

U.S. Department of
Health and Human Services
Health Care Financing Administration
Bureau of Quality Control

RA
412.3
.C367
1986
June

FOREWORD

This report summarizes the status of claim workloads reported by carriers for June 1986. Presented in this report are national summary tables and carrier detail tables showing the numbers of claims received, processed, and pending. Also included in this report are data on electronic media claims, claims processing times, and the percentage distributions of processing times and pending claims. Definitions of terms used in the report are given in the Appendix.

Comments, suggestions, and/or questions relative to this report should be directed to:

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CARRIER WORKLOADS AND PROCESSING TIMES

JUNE 1986

HIGHLIGHTS

	June 1986	May 1986	June 1985	June 1986 Percent Chg from May 1986	June 1986 Percent Chg from Jun 1985
Number of					
Claims Received	25.87	25.60	22.35	1.0	15.8
Claims Processed	25.39	24.67	21.75	2.9	16.7
Claims Pending	17.95	17.63	11.53	1.8	55.7
Net Assignment Rate	67.9	67.9	69.2	0.0	-1.9
Electronic Media Claims					
Number	6.50	6.64	4.50	-2.1	44.5
Percent Received	25.1	25.9	20.1	-3.1	24.9
Mean Processing Time (Days)	21.4	20.5	15.5	4.4	38.1
Inquiries Processed					
Total	1.75	1.69	NA	3.8	---
Per 1,000 Claims Received	68	66	NA	3.0	---
Beneficiary	1.25	1.21	NA	3.9	---
Per 1,000 Claims Received	48	47	NA	2.1	---
Provider	0.50	0.48	NA	3.9	---
Per 1,000 Claims Received	19	19	NA	0.0	---
Medicaid Crossover Claims					
Number Transferred to States	2.68	2.67	NA	0.6	---
Transferred via EMC	1.98	1.95	NA	1.3	---
Percent Transferred via EMC	73.7	73.1	NA	0.8	---

NOTE: Numbers in millions
NA- Not available

Executive Summary

- In June 1986, carrier receipts rose to 25.9 million claims, an increase of 15.8 percent over the 22.3 million claims received in June 1985.

- The net assignment rate decreased 1.9 percent, falling from 69.2 to 67.9 percent over this period.

- The percent of claims received via electronic media increased 24.9 percent, rising from 20.1 to 25.1 percent over this period.

- The number of claims processed increased 16.7 percent, from 21.8 million in June 1985 to 25.4 million in June 1986.

  + During this period, the percent of claims denied in full increased 10.4 percent, rising from 7.7 to 8.5 percent.

  + As a percent of claims processed, replicate claims rose from 0.4 to 1.0 percent over this period, an increase of 150.0 percent.

- The average processing time for all HCFA-1500s increased 38.1 percent, rising from 15.5 days in June 1985 to 21.4 days in June 1986.

- Total claims pending rose from 11.5 million in June 1985 to 18.0 million in June 1986, an increase of 55.7 percent.

  + During this period, claims pending over 30 days increased 98.8 percent (from 1.7 to 3.4 million).

  + Claims pending over 60 days rose from 0.6 million to 1.0 million, an increase of 60.1 percent.

- The ratio of inquiries processed per 1,000 claims received increased 3.0 percent in June 1986 compared to the previous month.

  + The ratio increased 2.1 percent for beneficiary inquiries and remained the same for provider inquiries.

- Medicaid crossover claims transferred to State Agencies increased 0.6 percent from May 1986 to June 1986.

Division of Reports and Analysis

TABLE A: SELECTED DATA ON CARRIER WORKLOADS, JUNE 1985 - JUNE 1986

Month	Claims Received During Month (000s)	Claims Processed During Month (000s) Including Replicates: Total Number	Claims Paid: Number	Claims Paid: Percent of Total Processed	Applied Toward Deductible	Claims Denied	Number Excluding Replicates	Claims Pending End of Month (000s): Total Number	Total: Days Work On Hand*	Over 30 Days Number	Over 30 Days: Days Work On Hand*	Over 60 Days Number	Over 60 Days: Days Work On Hand*
1985													
June	22,346.2	21,754.6	17,909.7	82.3	2,159.6	1,685.3	21,668.9	11,528.5	11.3	1,687.5	1.7	643.9	0.6
July	24,015.4	23,168.1	19,578.3	84.5	1,794.2	1,795.5	23,074.4	12,337.7	11.9	1,838.9	1.8	664.4	0.6
August	23,529.0	24,657.8	21,233.0	86.1	1,513.2	1,911.6	24,546.4	11,245.2	10.7	1,749.2	1.7	668.6	0.6
September	22,974.3	23,110.1	19,955.1	86.3	1,176.2	1,978.9	23,011.4	11,036.8	10.2	1,746.4	1.6	668.1	0.6
FY 1985	270,849.2	267,217.7	217,624.7	81.4	28,712.0	20,881.0	265,926.8	---	---	---	---	---	---
October	25,940.4	26,249.7	22,974.9	87.5	1,151.3	2,123.8	26,134.3	10,707.4	9.8	1,513.7	1.4	612.6	0.6
November	22,332.2	21,807.0	19,160.9	87.9	792.9	1,853.2	21,705.6	11,137.5	10.1	1,563.8	1.4	605.4	0.6
December	24,048.5	22,709.7	20,074.4	88.4	724.4	1,910.8	22,596.4	12,380.9	11.1	1,841.1	1.7	714.3	0.6
CY 1985	279,558.9	277,025.1	226,270.6	81.7	28,705.0	22,049.5	275,730.0	---	---	---	---	---	---
1986													
January	25,840.4	24,512.4	20,092.0	82.0	2,314.1	2,106.3	24,372.1	13,703.0	12.2	1,787.0	1.6	661.2	0.6
February	22,828.4	21,403.5	14,547.9	68.0	4,910.4	1,945.2	21,290.8	15,099.5	13.4	2,151.5	1.9	659.7	0.6
March	24,942.3	23,708.5	16,763.0	70.7	4,861.0	2,084.6	23,567.6	16,256.5	14.4	2,352.7	2.1	796.4	0.7
April	26,868.4	26,269.9	19,914.1	75.8	4,088.2	2,267.5	25,958.6	16,796.0	14.8	2,294.4	2.0	817.7	0.7
May	25,604.8	24,674.2	19,586.5	79.4	2,953.7	2,134.0	24,355.2	17,629.4	15.5	3,069.5	2.7	840.8	0.7
June	25,870.5	25,393.4	20,933.8	82.4	2,303.7	2,156.0	25,136.0	17,951.9	15.6	3,354.0	2.9	1,031.2	0.9

* See Appendix for formula

NOTE: Some data for October 1985 - April 1986 have been changed due to revised reports submitted by Maryland B/S.

TABLE B: SELECTED CARRIER WORKLOAD INDICATORS, JUNE 1985 - JUNE 1986

Month	Assignment Rate	Ratio of Processed to Received	Claims Received Via Electronic Media — Total — Number	Total — Percent of Total Claims Received	HCFA-1500a — Assigned — Percent of Ass'd 1500s Received	HCFA-1500a — Unassigned — Percent of Unass'd 1500s Received	Replicate Claims as Percent of Total Claims Processed	Claims Investigation Rate
1985								
June	69.2	97.4	4,499,995	20.1	25.2	8.8	0.4	3.3
July	69.2	96.5	4,903,939	20.4	25.5	9.0	0.4	3.3
August	69.4	104.8	4,941,245	21.0	26.2	9.2	0.5	3.2
September	69.0	100.6	5,513,825	24.0	29.1	12.6	0.4	3.2
FY 1985	67.7	98.7	51,801,882	19.1	24.0	9.1	0.5	3.5
October	68.4	101.2	5,691,658	21.9	27.3	10.4	0.4	3.3
November	68.0	97.6	5,098,404	22.8	28.8	10.2	0.5	3.5
December	68.2	94.4	5,462,852	22.7	28.3	10.8	0.5	3.5
CY 1985	68.5	99.1	57,548,668	20.6	25.6	9.7	0.5	3.4
1986								
January	67.6	94.9	6,030,178	23.3	29.3	11.0	0.6	3.5
February	66.8	93.8	5,832,920	25.6	31.4	13.8	0.5	3.7
March	68.1	95.1	5,954,970	23.9	29.3	12.3	0.6	3.5
April	67.8	97.8	6,821,666	25.4	31.5	12.5	1.2	3.3
May	67.9	96.4	6,640,016	25.9	32.3	12.6	1.3	3.5
June	67.9	98.2	6,501,097	25.1	31.6	11.5	1.0	3.4

TABLE C: CARRIER MEAN PROCESSING TIME AND
PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM,
JUNE 1985 - JUNE 1986

	ALL HCFA-1500s				ASSIGNED HCFA-1500s				UNASSIGNED HCFA-1500s			
	Average Processing Time	Percent Distribution			Average Processing Time	Percent Distribution			Average Processing Time	Percent Distribution		
Month	In Days	1-15 Days	1-30 Days	1-60 Days	In Days	1-15 Days	1-30 Days	1-60 Days	In Days	1-15 Days	1-30 Days	1-60 Days
1985												
June	15.5	65.8	89.0	97.0	14.8	68.4	89.0	97.1	17.1	59.4	89.0	96.8
July	17.2	58.3	86.2	97.1	16.3	61.9	86.5	97.1	19.4	49.8	85.4	97.0
August	16.2	60.7	87.6	97.4	15.3	64.1	88.4	97.5	18.3	52.8	85.6	97.3
September	15.6	62.8	89.4	97.5	14.8	64.9	90.1	97.6	17.5	57.8	87.8	97.4
FY 1985	14.9	66.5	90.0	97.7	14.1	68.9	90.7	97.9	16.6	61.5	88.7	97.3
October	14.4	67.1	91.6	97.7	13.8	68.0	92.0	97.7	15.7	64.8	90.8	97.6
November	13.7	69.2	92.3	97.8	13.0	72.2	92.7	97.8	15.4	62.4	91.6	97.7
December	15.3	62.0	90.6	97.6	14.1	66.7	91.4	97.7	17.9	51.7	88.8	97.4
CY 1985	15.2	65.3	89.9	97.6	14.4	67.9	90.5	97.7	17.0	59.5	88.6	97.3
1986												
January	17.3	56.1	88.0	97.2	15.9	60.2	89.2	97.4	20.3	47.5	85.5	96.9
February	17.8	53.8	88.1	97.2	16.6	58.1	89.1	97.3	20.4	44.8	86.0	96.8
March	18.8	51.6	85.3	97.4	17.5	55.6	86.1	97.6	21.6	43.0	83.5	96.8
April	19.6	48.3	83.9	97.0	18.3	52.5	85.5	97.3	22.8	38.9	80.2	96.2
May	20.5	45.6	81.1	96.9	18.9	50.4	83.5	97.3	24.2	35.1	76.0	96.0
June	21.4	44.5	77.6	96.4	19.3	49.1	81.7	96.9	26.0	34.2	68.5	95.2

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: JUNE, 1986

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES					CLAIMS PENDING TOTAL			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	NUMBER	DAYS WORK ON HAND	DAYS WORK OVER 30 DAYS	DAYS WORK OVER 60 DAYS
TOTAL	25,870,470	25,393,361	20,933,753	2,303,650	2,155,958	25,135,952	17,951,864	15.6	2.9	0.9
BOSTON REGION	1,665,796	1,718,241	1,452,323	152,197	113,721	1,702,535	1,079,710	8.6	2.8	1.1
CONNECTICUT GENERAL	377,999	398,745	338,574	33,048	27,123	398,414	344,438	20.8	10.6	2.4
MASSACHUSETTS B/S										
MASSACHUSETTS	828,087	868,649	746,472	63,398	58,779	857,511	456,761	12.2	2.9	1.6
TRI-STATE	282,209	287,255	225,378	42,494	19,383	283,073	156,555	12.1	4.1	2.1
MAINE	128,498	127,350	103,665	16,399	7,286	125,336	67,853	11.8	3.7	1.8
NEW HAMPSHIRE	94,902	98,563	75,147	16,138	7,278	97,082	60,577	13.4	4.9	2.6
VERMONT	58,809	61,342	46,566	9,957	4,819	60,655	28,125	10.7	3.7	1.9
RHODE ISLAND B/S	177,501	163,592	141,899	13,257	8,436	163,537	121,956	14.9	1.6	1.0
NEW YORK REGION	3,535,642	3,358,920	2,768,217	276,188	314,515	3,329,293	2,873,382	18.6	3.4	0.7
NEW JERSEY-PRUDENTIAL	1,001,643	892,640	738,132	70,229	84,279	889,365	759,711	17.8	1.4	0.3
N.Y.-BINGHAMTON B/S	636,979	551,039	438,595	69,880	42,564	535,594	459,765	17.9	1.0	0.3
N.Y.-NEW YORK B/S	1,501,544	1,494,908	1,268,975	81,342	144,591	1,484,570	1,252,971	18.6	5.1	0.8
NEW YORK-GROUP HEALTH	195,946	211,613	170,609	15,721	25,283	211,613	131,234	14.1	2.5	0.5
PUERTO RICO B/S	199,530	208,720	151,906	39,016	17,798	208,151	269,701	32.9	9.4	3.5
PUERTO RICO	199,261	208,545	151,812	38,966	17,767	207,978	269,368	33.0	9.4	3.5
VIRGIN ISLANDS	269	175	94	50	31	173	333	20.5	6.3	3.1
PHILADELPHIA REGION	2,942,586	2,796,799	2,383,314	227,042	186,443	2,793,192	1,688,976	12.8	1.8	0.6
MARYLAND B/S	284,883	314,257	264,800	24,237	25,220	314,249	212,975	15.6	6.5	2.4
PENNSYLVANIA B/S	2,091,495	1,969,850	1,709,537	139,015	121,298	1,967,129	1,042,465	11.3	1.3	0.4
DELAWARE	63,731	62,235	52,581	6,337	3,317	62,169	13,888	4.8	1.0	0.4
DISTRICT OF COLUMBIA	275,765	240,699	210,147	9,755	20,797	240,263	131,676	10.5	1.4	0.5
PENNSYLVANIA	1,751,999	1,666,916	1,446,809	122,923	97,184	1,664,697	896,901	11.6	1.2	0.4
VIRGINIA-TRAVELERS	391,789	355,877	285,558	43,333	26,986	355,260	284,703	16.0	0.9	0.1
WEST VIRGINIA-NATIONWIDE	174,419	156,815	123,419	20,457	12,939	156,554	148,833	18.8	2.0	0.2
ATLANTA REGION	4,637,718	4,612,229	3,689,167	465,229	457,833	4,535,641	3,605,823	17.9	4.6	1.5
ALABAMA B/S	407,665	408,492	334,335	43,130	31,027	397,699	234,336	12.3	1.7	0.8
FLORIDA B/S	1,903,335	1,808,012	1,463,642	140,541	203,829	1,751,978	1,755,015	21.1	8.3	2.5
GEORGIA-PRUDENTIAL	493,447	514,182	414,407	56,224	43,551	512,845	344,189	15.9	1.1	0.3
KENTUCKY B/S	305,060	338,435	268,138	36,315	33,982	335,844	184,703	12.7	2.5	1.2
MISSISSIPPI-TRAVELERS	217,959	194,596	155,050	28,061	11,485	194,088	164,633	15.8	1.2	0.2
NORTH CAROLINA-PRUDENTIAL	678,024	672,330	533,539	71,043	67,748	669,838	489,760	20.4	2.9	0.9
SOUTH CAROLINA B/S	231,760	231,078	166,254	37,853	26,971	231,045	167,743	17.0	3.3	1.4
TENNESSEE-EQUITABLE	400,468	445,104	353,802	52,062	39,240	442,304	265,444	13.7	1.8	0.7

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: JUNE, 1986

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES					CLAIMS PENDING TOTAL			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	NUMBER	DAYS WORK ON HAND	DAYS WORK OVER 30 DAYS	DAYS WORK OVER 60 DAYS
CHICAGO REGION	4,459,902	4,354,720	3,464,313	473,553	416,854	4,326,925	2,475,986	12.3	1.9	0.6
ILLINOIS B/S (HCSC)	904,212	970,098	766,792	100,395	102,911	965,664	348,351	8.3	0.6	0.1
INDIANA B/S	536,351	479,943	359,688	69,226	51,029	461,100	367,646	17.7	5.2	1.2
MICHIGAN B/S	1,246,932	1,251,313	1,035,168	88,380	127,765	1,251,311	685,508	11.7	2.6	1.4
MINNESOTA B/S	130,217	127,801	91,874	26,446	9,481	127,550	58,144	9.6	1.7	0.7
MINNESOTA-TRAVELERS	152,013	146,226	119,380	13,968	12,878	145,703	71,435	9.9	1.2	0.3
OHIO-NATIONWIDE	1,008,260	932,776	737,257	106,958	88,561	929,034	767,938	16.8	1.4	0.2
WISCONSIN B/S	481,917	446,563	354,154	68,180	24,229	446,563	176,964	8.3	0.5	0.0*
DALLAS REGION	2,155,016	2,126,566	1,888,021	138,468	100,077	2,110,568	1,744,871	18.8	3.5	1.3
ARKANSAS B/S	268,523	255,937	200,572	38,299	17,066	255,146	231,059	19.6	1.4	0.4
LA.-ARK. B/S	342,271	358,530	278,637	37,323	42,570	356,557	266,240	17.9	3.0	1.2
NEW MEXICO-EQUITABLE	99,372	97,291	78,260	10,312	8,719	96,978	70,476	15.5	1.2	0.4
OKLAHOMA-AETNA	255,864	256,998	204,876	32,276	19,846	250,877	132,063	12.1	0.6	0.1
TEXAS B/S	1,188,986	1,157,810	1,125,676	20,258	11,876	1,151,010	1,045,033	20.5	4.9	1.9
KANSAS CITY REGION	1,191,803	1,161,377	911,905	165,636	83,836	1,152,074	799,312	12.4	2.1	0.5
IOWA B/S	415,874	390,926	300,440	67,494	22,992	386,315	262,900	14.2	1.2	0.1
IOWA	293,200	272,670	209,241	48,658	14,771	270,022	179,910	14.6	1.1	0.1
NEBRASKA	122,674	118,256	91,199	18,836	8,221	116,293	82,990	15.1	1.7	0.3
KANSAS B/S	197,884	177,500	143,535	22,479	11,486	174,786	155,770	15.9	5.1	1.5
MISSOURI B/S	190,290	187,259	153,104	18,069	16,086	185,749	121,871	14.1	3.3	0.7
MISSOURI-GENERAL AMERICAN	387,755	405,692	314,826	57,594	33,272	405,224	258,771	14.4	1.8	0.6
DENVER REGION	558,692	557,598	447,006	72,411	38,181	553,182	275,307	10.6	1.5	0.4
COLORADO B/S	257,340	249,410	210,729	25,144	13,537	248,541	87,020	7.2	1.0	0.2
MONTANA B/S	62,717	63,852	48,098	9,484	6,270	62,756	63,466	22.5	5.2	1.1
NORTH DAKOTA B/S	128,514	138,454	107,178	23,796	7,480	138,032	46,732	7.8	0.6	0.1
NORTH DAKOTA	69,877	74,319	58,563	12,090	3,666	74,085	22,962	7.2	0.4	0.1
SOUTH DAKOTA	58,637	64,135	48,615	11,706	3,814	63,947	23,770	8.6	0.8	0.1
UTAH B/S	91,793	89,386	68,888	11,306	9,192	87,448	57,662	12.6	1.8	0.6
WYOMING-EQUITABLE	18,328	16,496	12,113	2,681	1,702	16,405	20,427	22.8	1.3	0.7
SAN FRANCISCO REGION	3,234,025	3,323,873	2,806,665	188,597	328,611	3,258,243	2,559,039	17.5	2.8	0.9
ARIZONA-NEVADA-AETNA	414,151	418,763	341,661	29,067	48,035	409,793	287,242	15.3	2.6	1.1
ARIZONA	329,943	344,281	280,623	24,316	39,342	336,478	229,729	15.1	2.6	1.0
NEVADA	84,208	74,482	61,038	4,751	8,693	73,315	57,513	16.3	2.5	1.1
CALIFORNIA B/S	1,262,699	1,352,060	1,125,144	93,466	133,450	1,347,294	1,069,820	19.3	4.0	1.4
CALIFORNIA-OCCIDENTAL	1,466,819	1,461,642	1,261,702	58,665	141,275	1,410,281	1,130,176	16.5	1.9	0.4
HAWAII-AETNA	90,356	91,408	78,158	7,399	5,851	90,875	71,801	18.0	1.5	0.7

* LESS THAN 0.05

TABLE 1: CARRIER WORKLOAD OPERATIONS: CLAIMS RECEIVED, PROCESSED AND PENDING: JUNE, 1986

CARRIER	CLAIMS RECEIVED	CLAIMS PROCESSED INCLUDING REPLICATES					CLAIMS PENDING TOTAL			
	TOTAL NUMBER	TOTAL NUMBER	PAID	APPLIED TOWARD DEDUCTIBLE	DENIED	NUMBER EXCLUDING REPLICATES	NUMBER	DAYS WORK ON HAND	DAYS WORK OVER 30 DAYS	DAYS WORK OVER 60 DAYS
SEATTLE REGION	815,152	829,549	684,121	89,206	56,222	821,804	391,035	10.7	0.5	0.1
ALASKA-OREGON-AETNA	271,069	272,392	223,072	30,446	18,874	268,885	162,836	13.7	0.6	0.1
ALASKA	7,430	7,871	6,364	538	969	7,740	1,438	3.6	0.6	0.1
OREGON	263,639	264,521	216,708	29,908	17,905	261,145	161,398	14.1	0.6	0.1
IDAHO-EQUITABLE	74,465	74,479	56,937	12,742	4,800	74,375	41,830	13.0	0.0*	0.0*
WASHINGTON B/S	469,618	482,678	404,112	46,018	32,548	478,544	186,369	8.8	0.5	0.1
CLALLAM	8,320	6,659	5,528	753	378	6,626	3,710	11.5	0.0*	0.0*
COWLITZ	8,534	9,441	8,010	941	490	9,391	1,431	3.4	0.3	0.1
GRAYS HARBOR	8,019	8,940	7,415	1,118	407	8,897	2,289	6.0	0.1	0.0*
KING	186,168	193,693	165,443	15,033	13,217	192,251	64,338	8.0	0.6	0.1
KITSAP	19,947	19,795	16,766	2,046	983	19,736	7,589	9.0	0.6	0.1
PIERCE	65,401	63,234	52,219	5,970	5,045	62,321	31,920	11.3	0.7	0.2
SKAGIT	13,552	15,692	12,896	1,835	961	15,563	2,326	3.9	0.0*	0.0*
SNOHOMISH	24,876	25,724	20,664	3,177	1,883	25,380	6,304	5.8	0.4	0.1
SPOKANE	114,755	116,901	96,866	12,274	7,761	115,870	60,916	13.2	0.6	0.1
WALLA WALLA	6,304	10,038	8,026	1,377	635	9,992	2,131	6.5	1.2	0.3
WHATCOM	13,742	12,561	10,279	1,494	788	12,517	3,415	5.7	0.1	0.0*
RRB-TRAVELERS	674,138	553,489	438,701	55,123	59,665	552,495	458,423	15.2	1.0	0.2
AETNA	1,031,440	1,039,561	847,767	99,188	92,606	1,020,430	653,942	14.4	1.5	0.6
EQUITABLE	592,633	633,370	501,112	77,797	54,461	630,062	398,177	14.2	1.5	0.6
NATIONWIDE	1,182,679	1,089,591	860,676	127,415	101,500	1,085,588	916,771	17.1	1.5	0.2
PRUDENTIAL	2,173,114	2,079,152	1,686,078	197,496	195,578	2,072,048	1,593,660	18.0	1.7	0.5
TRAVELERS (RRB-EXCLUDED)	761,761	696,699	559,988	85,362	51,349	695,051	520,771	14.7	1.1	0.2

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: APRIL THRU JUNE, 1986

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA: TOTAL NUMBER	TOTAL PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED	HCFA-1500'S UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED	REPLICATE CLAIMS PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
TOTAL	67.9	97.4	19,962,779	25.5	31.8	12.2	1.2	3.4
BOSTON REGION	82.0	100.1	953,150	18.8	22.1	3.9	1.2	5.4
CONNECTICUT GENERAL	64.6	101.5	199,191	17.6	26.7	1.0	0.1	4.5
MASSACHUSETTS B/S								
MASSACHUSETTS	93.2	101.3	543,639	21.6	23.0	1.1	1.7	6.3
TRI-STATE	66.3	98.0	89,613	10.1	10.2	10.0	1.7	6.4
MAINE	75.1	98.3	6,323	1.6	2.1	0.0	2.0	6.6
NEW HAMPSHIRE	56.2	97.7	35,280	11.5	10.3	13.0	1.6	6.7
VERMONT	64.3	98.0	48,010	26.1	30.2	18.7	1.4	5.5
RHODE ISLAND B/S	92.4	94.8	120,707	23.1	25.0	0.0	0.0*	1.1
NEW YORK REGION	71.7	94.3	2,611,631	25.1	33.4	4.1	1.5	3.1
NEW JERSEY-PRUDENTIAL	66.7	93.4	700,853	25.0	35.2	4.6	0.5	1.2
N.Y.-BINGHAMTON B/S	73.5	92.9	321,456	17.2	22.2	3.3	3.4	3.7
N.Y.-NEW YORK B/S	73.3	93.8	1,410,765	30.5	39.8	4.9	1.8	3.9
NEW YORK-GROUP HEALTH	71.0	107.7	178,511	31.7	44.5	0.5	0.0	1.3
PUERTO RICO B/S	78.5	94.1	46	0.0*	0.0*	0.0	0.3	5.1
PUERTO RICO	78.5	94.1	46	0.0*	0.0*	0.0	0.3	5.1
VIRGIN ISLANDS	63.5	93.4	0	0.0	0.0	0.0	0.6	13.1
PHILADELPHIA REGION	82.8	97.4	2,221,308	25.5	28.9	9.4	0.1	2.5
MARYLAND B/S	82.1	107.1	291,646	32.2	32.2	32.2	0.0*	3.1
PENNSYLVANIA B/S	87.1	96.8	1,527,295	25.1	28.8	0.2	0.2	2.3
DELAWARE	77.5	98.9	35,768	18.5	23.9	0.1	0.1	2.3
DISTRICT OF COLUMBIA	78.2	93.7	295,727	34.5	44.1	0.3	0.2	3.1
PENNSYLVANIA	89.0	97.3	1,195,800	23.7	26.7	0.2	0.2	2.2
VIRGINIA-TRAVELERS	66.3	96.0	294,200	25.5	29.2	18.3	0.2	2.1
WEST VIRGINIA-NATIONWIDE	71.4	90.8	108,167	19.6	23.2	10.4	0.2	3.8
ATLANTA REGION	63.8	95.2	4,680,491	31.8	41.0	15.5	1.6	4.2
ALABAMA B/S	75.8	96.6	647,103	50.3	52.7	42.7	3.1	3.1
FLORIDA B/S	59.4	88.5	2,019,302	31.5	41.9	16.3	2.7	6.1
GEORGIA-PRUDENTIAL	71.4	101.0	405,302	25.9	33.7	6.7	0.3	0.4
KENTUCKY B/S	63.6	101.2	294,405	29.3	34.8	19.8	0.8	7.8
MISSISSIPPI-TRAVELERS	69.9	107.1	132,279	20.7	26.3	7.8	0.2	2.9
NORTH CAROLINA-PRUDENTIAL	70.8	95.7	622,827	33.9	45.7	5.1	0.4	2.8
SOUTH CAROLINA B/S	60.9	90.9	315,220	44.6	54.1	29.7	0.0*	1.4
TENNESSEE-EQUITABLE	53.1	111.7	244,053	19.1	29.9	6.8	0.6	2.8

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: APRIL THRU JUNE, 1986

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA — TOTAL — NUMBER	TOTAL — PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S — ASSIGNED — PERCENT OF ASS'D. 1500'S RECEIVED	HCFA-1500'S — UNASSIGNED — PERCENT OF UNASS'D 1500'S RECEIVED	REPLICATE CLAIMS — PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
CHICAGO REGION	65.1	97.5	4,213,533	31.6	39.1	17.7	0.6	1.8
ILLINOIS B/S (HCSC)	61.0	99.5	565,397	20.5	25.9	12.1	0.4	1.9
INDIANA B/S	55.7	95.0	360,660	24.9	29.8	18.7	3.6	0.2
MICHIGAN B/S	87.8	100.0	1,838,024	49.2	54.1	13.4	0.0*	0.6
MINNESOTA B/S	35.7	100.3	155,796	40.6	41.2	40.2	0.2	4.5
MINNESOTA-TRAVELERS	49.4	94.2	230,977	51.0	54.1	47.8	0.3	3.4
OHIO-NATIONWIDE	57.1	92.5	788,545	25.2	34.7	12.6	0.4	3.6
WISCONSIN B/S	53.3	101.2	274,134	19.1	18.4	20.4	0.0	0.9
DALLAS REGION	62.2	98.5	1,174,306	17.9	23.9	8.2	0.9	5.1
ARKANSAS B/S	70.8	101.0	92,028	11.5	12.9	8.0	0.3	3.4
LA.-ARK. B/S	64.3	106.7	173,584	16.9	22.9	6.3	0.6	5.8
NEW MEXICO-EQUITABLE	66.4	112.9	47,790	15.6	18.5	9.8	0.6	4.1
OKLAHOMA-AETNA	48.3	100.5	145,522	19.0	28.5	10.1	3.5	2.6
TEXAS B/S	62.3	94.0	715,382	19.6	26.6	8.2	0.6	5.9
KANSAS CITY REGION	57.2	96.9	1,094,470	30.0	38.3	19.0	1.1	6.9
IOWA B/S	47.6	91.8	206,273	16.1	23.3	9.5	1.4	3.5
IOWA	50.5	91.0	187,321	21.0	27.4	14.4	1.2	3.1
NEBRASKA	41.2	93.5	18,952	4.9	11.7	0.1	2.0	4.5
KANSAS B/S	68.9	92.6	193,429	31.7	34.7	25.1	2.8	2.8
MISSOURI B/S	72.7	96.0	241,378	41.9	49.7	21.2	0.7	19.3
MISSOURI-GENERAL AMERICAN	53.9	105.0	453,390	38.5	47.5	27.9	0.1	6.5
DENVER REGION	51.6	100.6	205,918	12.1	11.5	12.8	0.7	5.0
COLORADO B/S	59.0	99.4	80,674	10.5	10.8	10.2	0.3	5.8
MONTANA B/S	41.8	97.2	3,029	1.6	0.7	2.2	1.5	5.0
NORTH DAKOTA B/S	37.5	106.3	88,738	22.4	18.0	25.0	0.3	3.4
NORTH DAKOTA	39.6	106.8	71,589	34.0	25.4	39.6	0.3	3.7
SOUTH DAKOTA	35.1	105.8	17,149	9.2	8.4	9.6	0.3	3.2
UTAH B/S	60.4	99.5	29,459	10.7	12.8	7.4	1.7	6.3
WYOMING-EQUITABLE	43.4	94.6	4,018	6.3	12.6	1.5	0.6	0.0*
SAN FRANCISCO REGION	70.2	102.5	2,460,971	25.2	30.0	13.9	2.3	2.7
ARIZONA-NEVADA-AETNA	57.5	99.5	269,846	21.0	29.8	9.1	2.7	3.2
ARIZONA	52.9	100.6	218,057	20.8	30.7	9.6	2.9	3.3
NEVADA	78.1	94.7	51,789	21.8	26.9	3.8	2.1	2.7
CALIFORNIA B/S	69.1	103.0	956,883	25.4	30.6	13.7	0.3	4.0
CALIFORNIA-OCCIDENTAL	75.0	102.9	1,212,730	27.4	30.9	16.8	3.9	1.3
HAWAII-AETNA	66.4	101.9	21,512	7.8	7.5	8.3	1.1	3.4

* LESS THAN 0.05

TABLE 2: SELECTED CARRIER WORKLOAD INDICATORS: APRIL THRU JUNE, 1986

CARRIER	ASSIGN RATE	RATIO PROC/ REC'D	CLAIMS RECEIVED VIA ELECTRONIC MEDIA: TOTAL NUMBER	TOTAL PERCENT OF TOTAL CLAIMS RECEIVED	HCFA-1500'S ASSIGNED PERCENT OF ASS'D. 1500'S RECEIVED	HCFA-1500'S UNASSIGNED PERCENT OF UNASS'D 1500'S RECEIVED	REPLICATE CLAIMS PERCENT OF TOTAL CLAIMS PROCESSED	CLAIMS INVESTIGATION RATE
SEATTLE REGION	46.0	98.5	331,114	13.4	19.9	7.8	1.5	2.3
ALASKA-OREGON-AETNA	43.6	98.7	123,471	15.1	19.9	11.4	2.0	1.5
ALASKA	62.4	104.2	0	0.0	0.0	0.0	2.7	2.1
OREGON	43.0	98.5	123,471	15.6	20.8	11.7	1.9	1.5
IDAHO-EQUITABLE	27.4	96.9	24,630	11.0	20.8	7.3	0.3	0.0*
WASHINGTON B/S	50.3	98.6	183,013	12.7	19.9	5.5	1.4	3.0
CLALLAM	26.5	96.9	1,038	4.8	18.1	0.0	0.9	13.0
COWLITZ	56.2	114.4	43	0.2	0.3	0.0	0.9	2.6
GRAYS HARBOR	57.5	108.8	0	0.0	0.0	0.0	1.0	3.7
KING	50.0	99.1	103,257	18.0	29.4	6.5	1.1	1.9
KITSAP	38.3	97.7	6,573	11.4	7.7	13.7	0.5	6.4
PIERCE	53.3	92.9	14,208	6.8	4.9	8.9	2.2	1.7
SKAGIT	30.8	102.6	4,670	11.3	12.2	10.9	1.2	2.3
SNOHOMISH	48.0	104.2	4,095	5.6	10.0	1.7	2.4	5.2
SPOKANE	54.7	96.3	46,814	13.4	22.6	2.2	1.6	1.8
WALLA WALLA	33.3	110.3	0	0.0	0.0	0.0	1.2	9.5
WHATCOM	53.5	105.6	2,315	5.7	10.4	0.3	1.3	17.5
RRB-TRAVELERS	62.7	92.0	15,887	0.8	0.9	0.7	0.2	0.8
AETNA	52.5	99.8	560,351	17.8	24.9	10.0	2.6	2.6
EQUITABLE	51.9	109.6	320,491	17.1	26.5	7.0	0.5	2.6
NATIONWIDE	59.3	92.3	896,712	24.4	32.6	12.4	0.3	3.7
PRUDENTIAL	69.1	96.0	1,728,982	27.9	38.0	5.2	0.4	1.5
TRAVELERS (RRB-EXCLUDED)	63.9	98.8	657,456	29.3	32.2	24.2	0.2	2.6

* LESS THAN 0.05

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME: JUNE, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS: JUNE 1986

CARRIER	PROCESSING TIME						AGE OF PENDING CLAIMS				
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
TOTAL	25,329,504	21.4	44.5	77.6	96.4	98.8	17,819,307	59.3	81.2	94.2	97.6
BOSTON REGION	1,715,748	17.2	72.8	85.7	94.1	97.2	1,070,489	54.7	67.6	87.6	94.8
CONNECTICUT GENERAL	396,255	20.0	68.5	76.3	94.5	99.2	343,430	32.0	49.1	88.3	99.4
MASSACHUSETTS B/S											
MASSACHUSETTS	868,646	18.5	68.7	87.1	93.1	96.0	453,986	64.6	76.5	87.2	92.4
TRI-STATE	287,255	15.5	79.5	87.9	94.3	97.1	156,519	53.0	65.8	82.6	90.6
MAINE	127,350	15.4	80.5	89.1	95.0	97.3	67,850	54.9	68.2	84.5	91.1
NEW HAMPSHIRE	98,563	16.7	77.0	85.4	93.0	96.7	60,544	52.0	63.2	80.4	89.7
VERMONT	61,342	13.8	81.5	89.5	95.0	97.6	28,125	50.9	65.7	82.7	91.3
RHODE ISLAND B/S	163,592	6.2	93.5	97.2	98.6	98.9	116,554	85.2	89.3	93.4	96.6
NEW YORK REGION	3,355,504	25.5	30.7	63.4	96.9	99.2	2,865,055	53.7	81.5	96.2	98.5
NEW JERSEY-PRUDENTIAL	892,640	21.9	30.7	80.1	98.9	99.6	759,711	79.7	92.1	98.0	99.2
N.Y.-BINGHAMTON B/S	551,039	24.3	19.4	85.6	97.8	99.3	459,765	52.3	94.2	98.4	99.5
N.Y.-NEW YORK B/S	1,491,492	25.6	36.7	50.4	96.3	99.1	1,247,605	41.8	72.4	95.8	98.9
NEW YORK-GROUP HEALTH	211,613	20.3	46.4	75.3	98.1	99.4	130,375	64.5	82.5	96.5	98.6
PUERTO RICO B/S	208,720	49.2	1.0	13.9	89.2	97.8	267,599	32.7	71.3	89.2	93.6
PUERTO RICO	208,545	49.2	1.0	13.9	89.2	97.8	267,266	32.7	71.4	89.3	93.6
VIRGIN ISLANDS	175	30.2	3.4	69.7	96.6	99.4	333	28.8	69.4	85.0	91.6
PHILADELPHIA REGION	2,796,795	17.9	50.7	87.5	97.9	99.3	1,687,424	64.1	86.0	95.7	98.2
MARYLAND B/S	314,257	24.1	57.0	68.0	91.8	97.5	211,424	43.1	58.3	84.6	93.1
PENNSYLVANIA B/S	1,969,846	16.0	56.0	91.6	98.8	99.6	1,042,464	73.0	88.9	96.5	98.5
DELAWARE	62,235	5.8	90.7	95.8	99.4	99.8	13,888	62.7	79.1	92.7	96.2
DISTRICT OF COLUMBIA	240,699	13.6	71.5	91.2	98.4	99.6	131,676	72.9	87.0	95.0	97.8
PENNSYLVANIA	1,666,912	16.7	52.4	91.5	98.8	99.6	896,900	73.2	89.3	96.8	98.7
VIRGINIA-TRAVELERS	355,877	20.7	27.8	88.8	98.6	99.2	284,703	54.9	94.5	99.2	99.8
WEST VIRGINIA-NATIONWIDE	156,815	24.0	23.0	72.6	98.1	99.7	148,833	49.3	89.5	98.7	99.8
ATLANTA REGION	4,609,096	22.8	48.9	76.5	94.5	98.2	3,545,106	59.4	74.3	91.8	97.4
ALABAMA B/S	408,492	10.8	88.2	99.3	99.7	99.8	234,336	76.8	86.6	93.4	96.2
FLORIDA B/S	1,808,009	26.3	44.0	63.3	90.4	97.1	1,697,159	42.7	60.6	88.1	96.9
GEORGIA-PRUDENTIAL	514,182	20.5	37.0	82.6	98.7	99.6	344,189	84.4	93.0	98.3	99.5
KENTUCKY B/S	338,435	20.7	52.3	85.3	96.0	98.1	184,703	66.9	80.2	90.2	94.7
MISSISSIPPI-TRAVELERS	194,596	18.8	35.0	90.8	97.8	99.1	164,633	59.3	92.2	98.8	99.5
NORTH CAROLINA-PRUDENTIAL	672,330	22.4	62.5	85.7	97.9	99.2	489,760	80.6	86.0	95.4	98.4
SOUTH CAROLINA B/S	227,948	25.9	44.5	67.0	93.2	97.7	167,668	75.7	80.7	92.0	96.3
TENNESSEE-EQUITABLE	445,104	24.4	32.0	80.2	95.1	98.2	262,658	64.0	86.7	95.0	97.7

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME: JUNE, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS: JUNE 1986

CARRIER	PROCESSING TIME						AGE OF PENDING CLAIMS				
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
CHICAGO REGION	4,351,735	17.4	55.2	82.8	97.0	99.0	2,467,540	58.5	84.5	94.9	96.8
ILLINOIS B/S (HCSC)	970,098	13.0	73.8	95.5	99.5	99.9	348,351	79.4	92.4	98.6	99.7
INDIANA B/S	479,943	26.6	45.4	49.5	89.6	96.0	360,628	38.5	70.4	93.0	97.5
MICHIGAN B/S	1,251,313	17.6	48.4	86.0	96.1	98.7	685,467	56.1	77.6	88.3	90.6
MINNESOTA B/S	127,801	14.0	70.4	91.1	97.4	98.9	58,144	68.6	82.1	93.1	96.7
MINNESOTA-TRAVELERS	146,226	14.0	74.1	92.0	97.7	99.2	71,435	75.3	87.6	97.2	99.2
OHIO-NATIONWIDE	932,776	22.5	29.0	73.8	98.2	99.7	767,938	52.2	91.4	98.8	99.8
WISCONSIN B/S	443,578	8.5	89.1	95.3	99.3	99.9	175,577	85.1	93.6	99.5	99.8
DALLAS REGION	2,118,269	27.2	22.1	65.1	94.7	98.1	1,740,504	51.6	81.4	93.0	97.0
ARKANSAS B/S	255,827	27.3	11.5	77.3	97.9	99.2	230,819	60.4	92.9	98.2	99.4
LA.-ARK. B/S	351,976	26.6	17.9	81.6	93.9	97.2	263,213	62.6	83.2	93.2	97.1
NEW MEXICO-EQUITABLE	97,286	21.9	33.0	89.4	98.1	99.2	70,476	58.5	92.2	97.3	98.9
OKLAHOMA-AETNA	255,370	17.6	38.9	92.9	98.9	99.9	130,963	81.0	95.2	99.0	99.8
TEXAS B/S	1,157,810	29.9	21.1	49.2	93.0	97.6	1,045,033	42.8	76.0	90.8	96.0
KANSAS CITY REGION	1,140,711	19.6	42.5	85.6	97.7	99.4	789,383	54.9	83.4	95.8	98.6
IOWA B/S	390,369	18.7	36.7	90.5	98.8	99.8	261,992	64.6	91.4	99.0	99.8
IOWA	272,322	17.5	41.1	92.1	99.2	99.9	179,391	66.8	92.7	99.3	99.9
NEBRASKA	118,047	21.6	26.5	86.7	98.0	99.6	82,601	59.8	88.6	98.3	99.7
KANSAS B/S	157,391	17.2	58.8	77.5	96.1	98.6	146,749	43.3	67.7	90.8	96.3
MISSOURI B/S	187,259	19.9	47.3	76.9	96.6	98.9	121,871	53.8	76.4	95.0	98.3
MISSOURI-GENERAL AMERICAN	405,692	21.2	39.5	88.0	97.7	99.4	258,771	52.3	87.6	95.8	98.8
DENVER REGION	552,886	16.3	70.6	87.0	97.3	99.3	261,578	66.2	85.4	96.3	99.1
COLORADO B/S	249,410	13.7	79.8	92.8	98.3	99.6	81,195	67.1	85.5	96.6	99.2
MONTANA B/S	63,852	30.8	23.3	50.3	94.7	98.5	63,466	44.6	76.8	95.0	98.5
NORTH DAKOTA B/S	133,742	12.1	79.8	94.5	99.0	99.8	45,029	82.2	92.5	98.6	99.8
NORTH DAKOTA	71,732	11.2	82.6	95.8	99.1	99.8	22,305	85.0	94.2	98.8	99.9
SOUTH DAKOTA	62,010	13.3	76.6	92.9	98.8	99.5	22,724	79.5	90.8	98.5	99.8
UTAH B/S	89,386	19.3	63.5	86.7	95.9	98.6	51,461	68.0	86.0	95.0	99.0
WYOMING-EQUITABLE	16,496	16.9	78.3	81.3	88.2	98.5	20,427	90.4	94.2	97.1	99.0
SAN FRANCISCO REGION	3,306,984	25.6	24.5	71.2	97.0	99.1	2,543,014	65.8	84.1	95.0	97.9
ARIZONA-NEVADA-AETNA	417,377	23.8	18.8	84.5	95.4	98.6	285,481	69.2	83.1	93.1	97.2
ARIZONA	343,131	24.1	16.6	84.5	95.3	98.6	228,494	69.4	82.7	93.1	97.3
NEVADA	74,246	22.2	29.1	84.1	95.6	98.7	56,987	68.3	84.5	93.2	96.7
CALIFORNIA B/S	1,337,069	27.8	24.5	60.4	96.5	98.8	1,055,716	46.7	79.2	92.8	96.7
CALIFORNIA-OCCIDENTAL	1,461,642	24.0	27.2	76.1	97.9	99.6	1,130,176	82.8	88.3	97.4	99.2
HAWAII-AETNA	90,896	26.0	6.8	89.0	97.9	98.8	71,641	62.6	91.7	96.0	98.1

TABLE 3. NUMBER OF HCFA-1500 CLAIMS PROCESSED, AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME: JUNE, 1986

NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS: JUNE , 1986

CARRIER	PROCESSING TIME						AGE OF PENDING CLAIMS				
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	NUMBER OF CLAIMS	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
SEATTLE REGION	828,287	15.1	60.7	93.4	99.4	99.8	390,791	78.7	95.2	99.2	99.7
ALASKA-OREGON-AETNA	271,130	20.0	34.9	88.4	99.1	99.8	162,592	73.8	95.4	99.2	99.8
ALASKA	7,771	10.2	88.1	94.2	98.8	99.6	1,393	70.3	83.8	95.8	98.6
OREGON	263,359	20.2	33.3	88.2	99.1	99.8	161,199	73.8	95.5	99.3	99.8
IDAHO-EQUITABLE	74,479	12.6	79.8	98.8	100.0	100.0	41,830	97.5	99.7	100.0	100.0
WASHINGTON B/S	482,678	12.7	72.3	95.3	99.4	99.8	186,369	78.8	93.9	99.0	99.6
CLALLAM	6,659	10.9	94.3	99.5	100.0	100.0	3,710	97.3	99.7	99.9	99.9
COWLITZ	9,441	8.5	87.9	95.3	98.7	99.6	1,431	78.1	89.9	96.4	98.5
GRAYS HARBOR	8,940	10.4	89.3	99.0	99.9	100.0	2,289	94.8	98.6	99.8	100.0
KING	193,693	11.0	81.0	95.4	99.7	100.0	64,338	73.7	92.1	99.0	99.6
KITSAP	19,795	12.4	76.1	96.0	99.4	99.8	7,589	83.9	93.0	98.7	99.4
PIERCE	63,234	14.0	78.4	95.2	99.4	99.8	31,920	86.7	94.1	98.6	99.6
SKAGIT	15,692	8.8	96.2	99.5	100.0	100.0	2,326	94.9	99.2	100.0	100.0
SNOHOMISH	25,724	10.1	89.5	97.4	99.5	99.8	6,304	80.5	93.8	98.8	99.3
SPOKANE	116,901	17.2	41.9	93.4	99.0	99.6	60,916	76.2	95.5	99.2	99.6
WALLA WALLA	10,038	16.0	55.7	95.0	98.6	99.5	2,131	70.9	81.4	95.9	99.0
WHATCOM	12,561	5.9	94.8	98.5	99.5	99.9	3,415	94.1	97.7	99.6	99.9
RRB-TRAVELERS	553,489	18.2	47.3	93.4	98.6	99.5	458,423	72.0	93.5	99.0	99.5
AETNA	1,034,773	21.5	26.9	88.0	97.5	99.3	650,677	72.0	89.6	96.1	98.5
EQUITABLE	633,365	22.5	39.0	83.8	95.9	98.6	395,391	67.9	89.5	96.0	98.2
NATIONWIDE	1,089,591	22.7	28.1	73.6	98.2	99.7	916,771	51.7	91.1	98.8	99.8
PRUDENTIAL	2,079,152	21.7	42.5	82.6	98.5	99.5	1,593,660	81.0	90.4	97.3	99.0
TRAVELERS (RRB-EXCLUDED)	696,699	18.8	39.5	90.0	98.2	99.2	520,771	59.1	92.8	98.8	99.6

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED,
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:
JUNE, 1986

CARRIER	ASSIGNED HCFA-1500						UNASSIGNED HCFA-1500					
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
TOTAL	17,465,405	19.3	49.1	81.7	96.9	98.9	7,864,099	26.0	34.2	68.5	95.2	98.5
BOSTON REGION	1,469,098	16.7	73.1	86.4	94.6	97.4	246,650	20.1	71.4	81.7	91.1	96.3
CONNECTICUT GENERAL	312,139	18.8	70.5	77.0	95.8	99.5	84,116	24.3	61.2	73.6	89.6	98.1
MASSACHUSETTS B/S												
MASSACHUSETTS	813,865	18.0	69.1	87.8	93.5	96.3	54,781	25.7	61.6	77.5	86.3	91.5
TRI-STATE	191,829	15.8	77.7	87.3	94.4	97.2	95,426	15.0	83.0	89.2	94.2	97.0
MAINE	97,094	15.5	79.4	88.9	95.0	97.3	30,256	15.1	83.9	90.0	95.1	97.2
NEW HAMPSHIRE	55,147	17.2	74.1	83.8	93.1	96.9	43,416	16.0	80.7	87.4	92.9	96.4
VERMONT	39,588	14.4	78.8	88.1	94.6	97.5	21,754	12.7	86.3	91.9	95.7	97.8
RHODE ISLAND B/S	151,265	6.2	93.4	97.2	98.6	98.9	12,327	5.8	94.8	97.1	98.3	98.8
NEW YORK REGION	2,404,228	24.2	36.0	66.1	96.9	99.2	951,276	28.9	17.1	56.6	97.0	99.1
NEW JERSEY-PRUDENTIAL	572,460	20.8	36.3	81.4	99.1	99.7	320,180	23.8	20.7	77.9	98.5	99.5
N.Y.-BINGHAMTON B/S	407,624	22.6	25.0	87.8	98.2	99.3	143,415	29.3	3.7	79.4	96.9	99.1
N.Y.-NEW YORK B/S	1,086,260	23.5	43.3	56.5	96.1	99.1	405,232	31.1	19.0	34.0	96.8	99.0
NEW YORK-GROUP HEALTH	151,782	17.9	55.6	81.1	98.2	99.4	59,831	26.5	23.1	60.5	98.0	99.3
PUERTO RICO B/S	186,102	47.2	1.1	15.0	90.9	98.2	22,618	65.7	0.0	5.4	75.6	93.9
PUERTO RICO	186,019	47.2	1.1	14.9	90.9	98.2	22,526	65.8	0.0	5.2	75.5	93.8
VIRGIN ISLANDS	83	29.3	1.2	75.9	97.6	98.8	92	31.0	5.4	64.1	95.7	100.0
PHILADELPHIA REGION	2,349,502	17.1	53.9	89.0	98.0	99.4	447,293	22.3	33.6	79.8	97.4	99.3
MARYLAND B/S	257,013	23.9	58.0	69.3	91.6	97.4	57,244	24.8	52.4	62.2	92.5	98.2
PENNSYLVANIA B/S	1,732,920	15.3	58.3	92.3	98.9	99.7	236,926	20.6	39.4	86.2	98.0	99.3
DELAWARE	47,775	6.0	90.1	95.3	99.4	99.8	14,460	5.2	92.4	97.2	99.3	99.8
DISTRICT OF COLUMBIA	195,478	12.5	74.8	92.4	98.7	99.7	45,221	18.6	57.3	86.4	97.3	99.2
PENNSYLVANIA	1,489,667	16.0	55.1	92.2	98.9	99.7	177,245	22.3	30.6	85.2	98.0	99.3
VIRGINIA-TRAVELERS	246,436	20.0	31.3	89.9	98.6	99.1	109,441	22.3	19.9	86.2	98.7	99.5
WEST VIRGINIA-NATIONWIDE	113,133	22.1	27.6	80.5	98.2	99.7	43,682	29.0	11.3	52.0	97.8	99.7
ATLANTA REGION	3,059,684	17.9	54.6	85.3	96.3	98.5	1,549,412	32.5	37.8	59.2	91.1	97.6
ALABAMA B/S	306,058	10.3	90.6	99.4	99.7	99.8	102,434	12.3	81.0	98.9	99.5	99.8
FLORIDA B/S	1,153,873	17.8	55.6	83.5	93.6	97.5	654,136	41.3	23.6	27.6	84.6	96.4
GEORGIA-PRUDENTIAL	361,975	18.2	44.3	86.4	99.2	99.8	152,207	25.9	19.7	73.6	97.5	99.1
KENTUCKY B/S	214,602	19.4	55.9	87.3	96.4	98.2	123,833	22.9	46.0	81.7	95.2	97.8
MISSISSIPPI-TRAVELERS	137,941	17.8	39.8	91.5	98.0	99.1	56,655	21.4	23.4	89.1	97.1	99.0
NORTH CAROLINA-PRUDENTIAL	470,266	18.6	51.2	81.6	97.7	99.2	202,064	31.4	88.7	95.3	98.2	99.3
SOUTH CAROLINA B/S	134,635	18.5	55.9	79.2	96.8	98.5	93,313	36.6	27.9	49.5	88.0	96.5
TENNESSEE-EQUITABLE	280,334	23.3	35.7	80.1	95.8	98.5	164,770	26.4	25.6	80.4	93.8	97.8

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED,
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:
JUNE, 1986

CARRIER	ASSIGNED HCFA-1500						UNASSIGNED HCFA-1500					
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
CHICAGO REGION	2,830,594	15.7	58.9	87.0	97.3	99.2	1,521,141	20.7	48.4	75.0	96.4	98.7
ILLINOIS B/S (HCSC)	586,832	12.2	76.5	96.8	99.7	100.0	383,266	14.1	69.5	93.6	99.2	99.9
INDIANA B/S	258,136	20.8	55.9	61.3	93.1	98.0	221,807	33.4	33.1	35.8	85.5	93.7
MICHIGAN B/S	1,095,876	16.7	51.1	86.6	96.1	98.7	155,437	23.9	29.3	81.7	95.7	98.2
MINNESOTA B/S	45,668	14.7	69.1	89.1	97.3	98.8	82,133	13.6	71.1	92.2	97.5	98.9
MINNESOTA-TRAVELERS	77,686	14.0	76.0	90.8	97.1	98.9	68,540	14.0	71.9	93.3	98.4	99.4
OHIO-NATIONWIDE	531,351	18.6	40.1	84.9	98.4	99.7	401,425	27.6	14.2	59.0	97.9	99.6
WISCONSIN B/S	235,045	8.7	88.8	95.2	99.2	99.9	208,533	8.3	89.5	95.4	99.3	99.9
DALLAS REGION	1,312,851	25.1	27.7	69.1	95.7	98.5	805,418	30.6	13.0	58.4	93.1	97.4
ARKANSAS B/S	180,075	27.0	12.5	78.6	97.7	99.1	75,752	27.9	9.0	74.3	98.3	99.4
LA.-ARK. B/S	231,857	24.0	24.3	84.8	95.2	97.9	120,119	31.7	5.7	75.4	91.6	95.9
NEW MEXICO-EQUITABLE	64,620	19.1	43.6	91.4	98.7	99.5	32,666	27.3	12.1	85.4	97.1	98.7
OKLAHOMA-AETNA	124,782	15.8	49.5	94.2	99.2	99.9	130,588	19.4	28.8	91.7	98.7	99.8
TEXAS B/S	711,517	27.2	27.3	55.3	94.5	98.2	446,293	34.3	11.1	39.5	90.7	96.6
KANSAS CITY REGION	668,934	17.2	51.4	88.4	97.9	99.3	471,777	23.0	29.9	81.6	97.3	99.4
IOWA B/S	193,151	16.6	44.2	93.1	99.3	99.9	197,218	20.8	29.3	87.9	98.3	99.7
IOWA	140,526	16.0	46.9	93.7	99.4	99.9	131,796	19.0	34.9	90.5	98.9	99.9
NEBRASKA	52,625	18.2	37.0	91.4	99.0	99.8	65,422	24.3	18.0	82.9	97.1	99.4
KANSAS B/S	118,502	14.9	66.5	84.4	96.9	98.8	38,889	24.1	35.4	56.6	93.6	98.3
MISSOURI B/S	136,335	16.8	54.7	85.2	97.0	98.9	50,924	28.3	27.5	54.9	95.4	99.0
MISSOURI-GENERAL AMERICAN	220,946	19.2	47.4	88.4	97.9	99.5	184,746	23.6	30.0	87.4	97.5	99.4
DENVER REGION	287,934	15.9	72.7	88.1	97.3	99.3	264,952	16.7	68.3	85.8	97.3	99.4
COLORADO B/S	146,980	13.0	82.4	93.4	98.4	99.7	102,430	14.6	76.0	92.0	98.1	99.5
MONTANA B/S	27,723	31.3	21.6	53.1	93.9	97.8	36,129	30.4	24.7	48.2	95.3	99.0
NORTH DAKOTA B/S	49,962	12.1	80.0	94.0	99.2	99.9	83,780	12.2	79.6	94.7	98.8	99.8
NORTH DAKOTA	27,812	11.4	81.8	95.0	99.1	99.8	43,920	11.0	83.0	96.3	99.1	99.8
SOUTH DAKOTA	22,150	12.9	77.7	92.7	99.3	99.9	39,860	13.5	75.9	93.0	98.5	99.7
UTAH B/S	56,087	19.8	64.7	86.3	95.1	98.3	33,299	18.5	61.4	87.3	97.2	99.0
WYOMING-EQUITABLE	7,182	13.2	83.0	86.8	93.1	98.8	9,314	19.8	74.7	77.1	84.5	98.2
SAN FRANCISCO REGION	2,350,672	23.6	29.1	76.6	97.5	99.2	956,312	30.4	13.1	57.9	95.9	98.8
ARIZONA-NEVADA-AETNA	240,227	22.3	26.2	84.7	96.1	98.7	177,150	25.9	8.8	84.1	94.3	98.4
ARIZONA	180,515	22.5	24.5	84.8	96.2	98.7	162,616	25.9	7.9	84.2	94.4	98.4
NEVADA	59,712	21.5	31.5	84.4	96.0	98.8	14,534	25.3	19.2	82.8	93.7	98.2
CALIFORNIA B/S	922,788	24.4	29.5	74.0	96.8	98.8	414,281	35.3	13.4	30.1	95.7	98.7
CALIFORNIA-OCCIDENTAL	1,125,886	23.1	30.6	76.2	98.2	99.7	335,756	27.1	15.7	75.7	96.9	99.2
HAWAII-AETNA	61,771	25.3	7.2	90.2	98.5	99.1	29,125	27.5	6.1	86.5	96.9	98.2

TABLE 4: NUMBER OF HCFA-1500 CLAIMS PROCESSED,
AVERAGE PROCESSING TIME AND PERCENTAGE DISTRIBUTION OF PROCESSING TIME BY TYPE OF CLAIM:
JUNE, 1986

CARRIER	ASSIGNED HCFA-1500						UNASSIGNED HCFA-1500					
	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	NUMBER OF CLAIMS	AVERAGE PROCESSING TIME	PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
SEATTLE REGION	380,497	13.6	66.9	94.7	99.4	99.8	447,790	16.4	55.5	92.2	99.4	99.9
ALASKA-OREGON-AETNA	117,407	16.0	53.8	93.2	99.3	99.9	153,723	23.0	20.5	84.7	99.0	99.8
ALASKA	4,694	9.1	89.4	95.2	99.0	99.7	3,077	11.9	86.1	92.9	98.5	99.6
OREGON	112,713	16.3	52.3	93.1	99.3	99.9	150,646	23.2	19.1	84.5	99.0	99.8
IDAHO-EQUITABLE	21,705	12.2	71.9	98.7	100.0	100.0	52,774	12.7	83.0	98.8	100.0	100.0
WASHINGTON B/S	241,385	12.5	72.7	95.1	99.4	99.8	241,293	13.0	71.8	95.6	99.5	99.9
CLALLAM	1,711	9.2	93.7	99.6	100.0	100.0	4,948	11.5	94.6	99.5	100.0	100.0
COWLITZ	5,434	7.9	89.1	95.8	98.7	99.6	4,007	9.4	86.3	94.6	98.7	99.6
GRAYS HARBOR	5,236	10.0	91.1	98.6	99.8	100.0	3,704	10.9	86.7	99.6	100.0	100.0
KING	98,639	10.8	81.3	95.0	99.6	99.9	95,054	11.2	80.8	95.9	99.7	100.0
KITSAP	7,251	14.9	62.2	95.1	99.4	99.9	12,544	11.0	84.1	96.5	99.4	99.8
PIERCE	31,987	13.7	78.2	95.6	99.4	99.8	31,247	14.4	78.7	94.8	99.4	99.9
SKAGIT	5,168	8.5	96.8	99.5	100.0	100.0	10,524	8.9	96.0	99.5	100.0	100.0
SNOHOMISH	12,629	10.2	89.3	97.4	99.5	99.8	13,095	10.1	89.7	97.4	99.5	99.9
SPOKANE	62,999	16.5	47.5	93.5	98.9	99.5	53,902	18.0	35.5	93.2	99.1	99.7
WALLA WALLA	3,272	16.3	54.3	93.4	98.4	99.3	6,766	15.8	56.4	95.8	98.7	99.6
WHATCOM	7,059	5.3	95.6	98.7	99.5	99.9	5,502	6.6	93.8	98.3	99.7	99.9
RRB-TRAVELERS	351,411	17.6	51.7	93.8	98.6	99.4	202,078	19.2	39.6	92.8	98.6	99.6
AETNA	544,187	19.8	35.4	89.4	97.8	99.3	490,586	23.3	17.6	86.4	97.1	99.2
EQUITABLE	373,841	21.7	40.1	83.3	96.5	98.8	259,524	23.5	37.3	84.6	95.2	98.4
NATIONWIDE	644,484	19.2	37.9	84.2	98.4	99.7	445,107	27.7	13.9	58.3	97.9	99.6
PRUDENTIAL	1,404,701	19.4	43.3	82.7	98.6	99.6	674,451	26.6	40.9	82.2	98.2	99.4
TRAVELERS (RRB-EXCLUDED)	462,063	18.3	41.4	90.5	98.1	99.1	234,636	19.7	35.9	89.0	98.2	99.3

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM: JUNE, 1986

CARRIER	ASSIGNED HCFA-1500 NUMBER OF CLAIMS	ASSIGNED HCFA-1500 PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	UNASSIGNED HCFA-1500 NUMBER OF CLAIMS	UNASSIGNED HCFA-1500 PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
TOTAL	10,805,970	61.7	82.9	94.2	97.4	7,013,337	55.8	78.5	94.2	98.0
BOSTON REGION	807,008	57.9	68.0	86.2	94.5	263,481	45.0	66.4	91.7	95.9
CONNECTICUT GENERAL	178,227	27.8	35.0	80.5	99.5	165,203	36.5	64.4	96.8	99.2
MASSACHUSETTS B/S										
MASSACHUSETTS	421,244	65.2	77.1	87.6	92.7	32,742	57.9	69.4	82.0	89.1
TRI-STATE	102,686	52.2	65.8	82.9	90.9	53,833	54.6	65.8	82.0	89.9
MAINE	51,067	53.5	67.5	84.5	91.1	16,783	59.1	70.3	84.7	91.1
NEW HAMPSHIRE	33,627	51.4	63.8	80.7	90.6	26,917	52.7	62.4	80.0	88.6
VERMONT	17,992	50.1	64.7	82.5	91.3	10,133	52.3	67.4	83.0	91.3
RHODE ISLAND B/S	104,851	85.3	89.5	93.5	96.7	11,703	84.4	87.9	92.5	96.2
NEW YORK REGION	2,008,301	54.2	81.9	96.2	98.6	856,754	52.6	80.5	96.3	98.5
NEW JERSEY-PRUDENTIAL	564,214	81.0	93.5	98.5	99.4	195,497	76.0	87.9	96.8	98.6
N.Y.-BINGHAMTON B/S	319,335	52.7	95.0	98.5	99.5	140,430	51.5	92.3	98.1	99.4
N.Y.-NEW YORK B/S	847,288	42.1	72.0	95.7	99.0	400,317	41.2	73.5	96.0	98.7
NEW YORK-GROUP HEALTH	68,456	57.7	82.3	95.2	98.0	61,919	72.0	82.7	97.9	99.3
PUERTO RICO B/S	209,008	32.2	71.0	89.0	93.5	58,591	34.3	72.5	90.1	93.8
PUERTO RICO	208,754	32.2	71.0	89.0	93.5	58,512	34.4	72.5	90.1	93.8
VIRGIN ISLANDS	254	37.8	75.2	90.9	94.5	79	0.0	50.6	65.8	82.3
PHILADELPHIA REGION	1,338,331	65.7	86.5	95.6	98.1	349,093	58.2	84.4	95.9	98.6
MARYLAND B/S	165,984	42.4	58.3	84.0	92.5	45,440	45.6	58.1	86.5	95.3
PENNSYLVANIA B/S	868,316	73.8	89.1	96.6	98.5	174,148	68.9	87.9	96.4	98.6
DELAWARE	12,824	64.0	80.2	93.5	96.6	1,064	46.4	65.3	82.7	90.9
DISTRICT OF COLUMBIA	98,801	73.0	86.7	95.0	97.7	32,875	72.8	87.8	95.3	98.0
PENNSYLVANIA	756,691	74.1	89.6	96.8	98.7	140,209	68.2	88.1	96.8	98.8
VIRGINIA-TRAVELERS	205,595	57.3	96.9	99.5	99.7	79,108	48.9	88.2	98.4	99.8
WEST VIRGINIA-NATIONWIDE	98,436	50.6	89.3	98.8	99.8	50,397	46.9	90.0	98.7	99.8
ATLANTA REGION	1,956,487	73.2	85.4	93.6	97.3	1,588,619	42.4	60.7	89.6	97.5
ALABAMA B/S	174,738	77.6	87.0	93.6	96.3	59,598	74.4	85.2	92.8	96.2
FLORIDA B/S	643,856	60.6	75.5	87.8	95.3	1,053,303	31.8	51.4	88.3	98.0
GEORGIA-PRUDENTIAL	240,543	87.0	95.2	99.1	99.7	103,646	78.5	87.8	96.6	98.9
KENTUCKY B/S	109,955	68.7	81.1	90.0	94.5	74,748	64.2	78.8	90.5	95.1
MISSISSIPPI-TRAVELERS	118,729	62.5	95.6	99.0	99.5	45,904	51.3	83.2	98.2	99.6
NORTH CAROLINA-PRUDENTIAL	441,261	88.8	92.1	97.7	99.2	48,499	6.3	30.4	74.8	91.5
SOUTH CAROLINA B/S	115,077	80.5	86.2	95.5	97.9	52,591	65.1	68.5	84.4	92.6
TENNESSEE-EQUITABLE	112,328	57.0	84.4	94.3	97.3	150,330	69.2	88.5	95.5	97.9

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM: JUNE, 1986

CARRIER	ASSIGNED HCFA-1500 NUMBER OF CLAIMS	ASSIGNED HCFA-1500 PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	UNASSIGNED HCFA-1500 NUMBER OF CLAIMS	UNASSIGNED HCFA-1500 PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
CHICAGO REGION	1,469,956	60.0	84.4	94.3	96.0	997,584	56.4	84.6	95.8	97.9
ILLINOIS B/S (HCSC)	204,483	79.3	92.3	98.6	99.7	143,868	79.6	92.5	98.6	99.7
INDIANA B/S	178,347	42.3	74.4	94.1	97.7	182,281	34.8	66.6	92.0	97.2
MICHIGAN B/S	561,266	56.2	78.1	88.8	90.9	124,201	55.4	75.8	86.5	89.4
MINNESOTA B/S	21,353	65.9	80.1	93.3	96.8	36,791	70.1	83.3	93.0	96.7
MINNESOTA-TRAVELERS	36,134	73.8	85.8	96.7	99.0	35,301	76.8	89.5	97.7	99.4
OHIO-NATIONWIDE	374,259	55.5	92.1	98.9	99.7	393,679	49.0	90.6	98.8	99.8
WISCONSIN B/S	94,114	84.7	93.1	99.4	99.8	81,463	85.6	94.1	99.6	99.9
DALLAS REGION	1,015,740	52.5	82.9	93.6	97.3	724,764	50.5	79.3	92.2	96.7
ARKANSAS B/S	161,509	62.1	92.7	98.1	99.3	69,310	56.5	93.6	98.3	99.5
LA.-ARK. B/S	155,336	65.1	85.6	94.4	97.7	107,877	59.1	79.7	91.5	96.2
NEW MEXICO-EQUITABLE	35,062	29.8	91.0	97.0	98.7	35,414	86.8	93.4	97.6	99.0
OKLAHOMA-AETNA	58,117	81.4	95.5	99.1	99.8	72,846	80.7	94.9	99.0	99.9
TEXAS B/S	605,716	45.2	77.9	91.5	96.3	439,317	39.4	73.2	89.9	95.6
KANSAS CITY REGION	390,003	59.1	83.6	94.8	98.2	399,380	50.8	83.3	96.8	99.1
IOWA B/S	110,378	69.7	92.7	99.2	99.9	151,614	60.8	90.6	98.8	99.8
IOWA	79,199	71.0	93.0	99.3	99.9	100,192	63.5	92.5	99.3	99.9
NEBRASKA	31,179	66.4	91.7	99.0	99.9	51,422	55.7	86.7	97.9	99.6
KANSAS B/S	82,357	48.8	67.9	88.8	95.2	64,392	36.2	67.5	93.4	97.6
MISSOURI B/S	70,056	61.3	80.4	94.8	98.0	51,815	43.8	70.9	95.4	98.8
MISSOURI-GENERAL AMERICAN	127,212	55.4	87.7	94.9	98.7	131,559	49.3	87.5	96.6	99.0
DENVER REGION	123,013	66.8	85.5	96.1	99.0	138,565	65.7	85.2	96.4	99.1
COLORADO B/S	43,718	68.2	85.7	96.5	99.3	37,477	65.9	85.4	96.6	99.2
MONTANA B/S	25,171	46.1	77.2	94.4	98.0	38,295	43.7	76.5	95.4	98.7
NORTH DAKOTA B/S	17,324	82.4	92.6	98.6	99.8	27,705	82.1	92.4	98.6	99.8
NORTH DAKOTA	9,354	84.9	94.2	98.8	99.9	12,951	85.0	94.2	98.8	99.9
SOUTH DAKOTA	7,970	79.4	90.8	98.5	99.8	14,754	79.6	90.8	98.5	99.8
UTAH B/S	29,303	68.0	86.0	95.0	99.0	22,158	68.0	86.0	95.0	99.0
WYOMING-EQUITABLE	7,497	88.1	94.1	98.0	99.2	12,930	91.7	94.2	96.6	99.0
SAN FRANCISCO REGION	1,258,315	57.9	80.3	94.1	97.5	1,284,699	73.4	87.7	95.9	98.4
ARIZONA-NEVADA-AETNA	157,495	68.1	83.4	93.2	97.1	127,986	70.5	82.7	93.0	97.3
ARIZONA	115,652	68.3	82.8	93.1	97.2	112,842	70.5	82.7	93.1	97.5
NEVADA	41,843	67.4	85.0	93.5	96.8	15,144	70.9	83.1	92.4	96.2
CALIFORNIA B/S	633,467	48.3	79.4	92.7	96.6	422,249	44.4	78.9	93.0	97.0
CALIFORNIA-OCCIDENTAL	419,954	68.1	79.2	96.1	98.9	710,222	91.6	93.8	98.2	99.4
HAWAII-AETNA	47,399	62.2	93.0	96.9	98.5	24,242	63.5	89.1	94.3	97.5

TABLE 5. NUMBER AND PERCENTAGE DISTRIBUTION OF PENDING CLAIMS, BY TYPE OF CLAIM: JUNE, 1986

CARRIER	ASSIGNED HCFA-1500 NUMBER OF CLAIMS	ASSIGNED HCFA-1500 PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS	UNASSIGNED HCFA-1500 NUMBER OF CLAIMS	UNASSIGNED HCFA-1500 PERCENTAGE DISTRIBUTION 1-15 DAYS	1-30 DAYS	1-60 DAYS	1-90 DAYS
SEATTLE REGION	158,111	81.2	94.8	99.0	99.6	232,680	77.0	95.5	99.3	99.8
ALASKA-OREGON-AETNA	55,983	83.4	95.5	99.1	99.6	106,609	68.8	95.4	99.3	99.9
ALASKA	840	68.0	80.5	94.4	97.7	553	73.8	89.0	98.0	99.8
OREGON	55,143	83.6	95.7	99.1	99.7	106,056	68.7	95.5	99.3	99.9
IDAHO-EQUITABLE	12,131	96.7	99.7	100.0	100.0	29,699	97.8	99.7	100.0	100.0
WASHINGTON B/S	89,997	77.8	93.7	98.8	99.5	96,372	79.7	94.2	99.1	99.7
CLALLAM	833	98.3	99.5	99.9	99.9	2,877	97.0	99.8	100.0	100.0
COWLITZ	724	76.1	90.7	95.7	97.9	707	80.2	89.1	97.2	99.2
GRAYS HARBOR	1,252	94.0	98.4	99.8	100.0	1,037	95.8	98.8	99.8	100.0
KING	31,248	70.9	91.1	98.7	99.4	33,090	76.3	93.1	99.3	99.8
KITSAP	3,310	85.0	94.0	98.9	99.6	4,279	83.0	92.2	98.4	99.2
PIERCE	15,628	86.5	93.9	98.2	99.4	16,292	87.0	94.3	98.9	99.7
SKAGIT	594	95.3	99.0	100.0	100.0	1,732	94.7	99.2	99.9	99.9
SNOHOMISH	3,225	78.1	93.1	98.7	99.1	3,079	83.0	94.7	98.9	99.5
SPOKANE	30,912	77.5	96.0	99.2	99.6	30,004	74.9	95.0	99.2	99.6
WALLA WALLA	728	67.2	79.8	96.3	98.5	1,403	72.8	82.2	95.7	99.3
WHATCOM	1,543	91.9	96.9	99.5	99.7	1,872	95.9	98.3	99.7	99.9
RRB-TRAVELERS	280,705	74.9	95.1	99.1	99.5	177,718	67.5	90.9	98.7	99.5
AETNA	318,994	72.3	89.1	95.8	98.2	331,683	71.7	90.0	96.4	98.7
EQUITABLE	167,018	55.6	87.3	95.4	97.9	228,373	76.9	91.1	96.5	98.4
NATIONWIDE	472,695	54.5	91.5	98.8	99.7	444,076	48.8	90.6	98.8	99.8
PRUDENTIAL	1,246,018	84.9	93.3	98.3	99.4	347,642	67.0	79.9	93.7	97.7
TRAVELERS (RRB-EXCLUDED)	360,458	60.6	95.4	99.0	99.6	160,313	55.7	87.0	98.2	99.7

APPENDIX

Definitions of Terms Used

Claim-- A writing, identifying or permitting the identification of an enrollee, which requests reimbursement for what appears to be medical or other health services furnished by a physician or supplier. There are a number of situations where a claim is split into one or more additional claims-- see instructions contained in Section 3000 of the Medicare Carriers Manual.

Replicate Claims--Claims split for reasons other than those identified in Section 3000 of the Medicare Carriers Manual are defined as replicate claims. Some examples of replicate claims are claims created because of a computer line item limitation, claims created in making partial payments, and claims created for carving out individual specialty types of services. Unless otherwise noted, information shown in this report reflects data for all claims, including replicates, handled by carriers.

Claims Received During Month--The net number of claims received. (Gross claim receipts minus transfers to other carriers.)

Claims Processed During Month

A. Total--The sum of claims paid, claims applied to the deductible, and claims denied.

B. Ratio of Processed to Received--(The total number of claims processed divided by the net number of claims received) times 100.

C. Paid--Includes all claims processed for which some payment was approved and an EOMB prepared.

D. Applied Toward Deductible--Claims for which no payment was made because the deductible was not met.

E. Denied--Claims denied in full for any reason.

F. Number Excluding Replicates--The total number of claims processed minus the number of replicate claims processed. (See above for definition of a replicate claim.)

Claims Pending End of Month

A. Number--The total number of claims pending at the end of the month.

B. Days Work on Hand*--Claims pending end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.

C. Days Work on Hand Over 30 Days*--Claims pending over 30 days at end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.

D. Days Work on Hand Over 60 Days*--Claims pending over 60 days at end of month times the number of working days summed for most recent 12 months divided by the number of claims processed summed for most recent 12 months.

*NOTE: Suspended claims are excluded from counts of claims processed and pending in items B, C, and D above. Suspended claims are claims suspended from processing due to HCFA directives. Such claims are usually those submitted by physicians or suppliers under investigation for questionable utilization or billing practices.

Net Assignment Rate--(Assigned HCFA-1500s received divided by the sum of assigned and unassigned 1500s received) times 100.

Electronic Media Claims Received During Month

A. Number--The total number of electronic media claims (EMC) received (i.e., via magnetic tape or telecommunications device).

B. Percent of Total Received--(The total number of EMC received divided by net receipts) times 100.

C. Percent of Assigned HCFA-1500s Received--(Assigned HCFA-1500 EMC receipts divided by total assigned HCFA-1500 receipts) times 100.

D. Percent of Unassigned HCFA-1500s Received--(Unassigned HCFA-1500 EMC receipts divided by total unassigned HCFA-1500 receipts) times 100.

Replicate Claims (Percent of Total Processed)--(The number of replicate claims processed divided by the total number of claims processed) times 100.

Claims Investigation Rate--(The number of claims investigated divided by the total number of claims processed) times 100.

Claims Processed, Average Processing Time, and Percentage Distribution

A. Number--The sum of claims paid, claims applied to the deductible, and claims denied minus processed claims previously suspended due to HCFA directives.

B. Mean (Average) Processing Time (Days)--The arithmetic mean processing time for all types of HCFA-1500 claims. The overall mean is obtained by weighting the means by type of claim by the number of claims by type of claim. Claims processing time is defined as the length of time in calendar days from the date of initial receipt of the original claim to the date the EOMB or denial letter is prepared. In instances where carriers make periodic "roll-up" payments, claims are considered processed when the completely adjudicated claims are posted to a summary payment tape, listing or file (see Medicare Carrier Manual 14-3 Section 13321.2).

C. Percentage Distribution--Distribution by days required to process. The percent of claims processed within a time frame is determined in the following manner. The number of claims reported as processed within the specific time frame is divided by the total number of claims reported as processed (excluding those suspended) during the month by the carrier and then multiplied by 100.

Number and Percentage Distribution of Pending Claims

A. Number--The total number of claims pending (received and not processed to completion) at the end of the month less pending claims suspended due to HCFA directives.

B. Percentage Distribution--Distribution by days elapsed since receipt.

Inquiries Processed

A. Total Number--The total number of inquiries processed, by type of inquiry (telephone, walk-in, written).

B. Beneficiary Inquiries--The number of processed inquiries from beneficiaries, by type of inquiry.

C. Provider Inquiries--The number of processed inquiries from providers, by type of inquiry.

D. Ratio of Inquiries Processed to 1,000 Claims Received--(The number of each type of inquiry processed divided by the net number of claims received) times 1,000.*

*NOTE: This formula applies respectively to All Inquiries, Beneficiary Inquiries, and Provider Inquiries, and, within each of these categories, to telephone, walk-in, and written inquiries.

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Medicaid Crossover Claims

A. Number Transferred--The total number of Medicaid crossover claims transferred to State Agencies or their fiscal agents.

B. Number of Electronic Media Claims--The total number of Medicaid crossover claims transferred via electronic media.

C. Percent of Total Transferred--(The total number of Medicaid crossover claims transferred via electronic media divided by the total number of Medicaid crossover claims transferred) times 100.

* U.S. GOVERNMENT PRINTING OFFICE:1986-491-264 / 42240